



PROGRAM
IMPROVE YOUR
MANAGER
HABITS

SERIOUS GAMES
E-LEARNING

LEARNING
CONCEPT



PROGRAM

IMPROVE YOUR MANAGER HABITS

THEMES



DISPLAYING PROPER POSTURE

DELEGATING

MOTIVATING

WORKING IN TEAMS

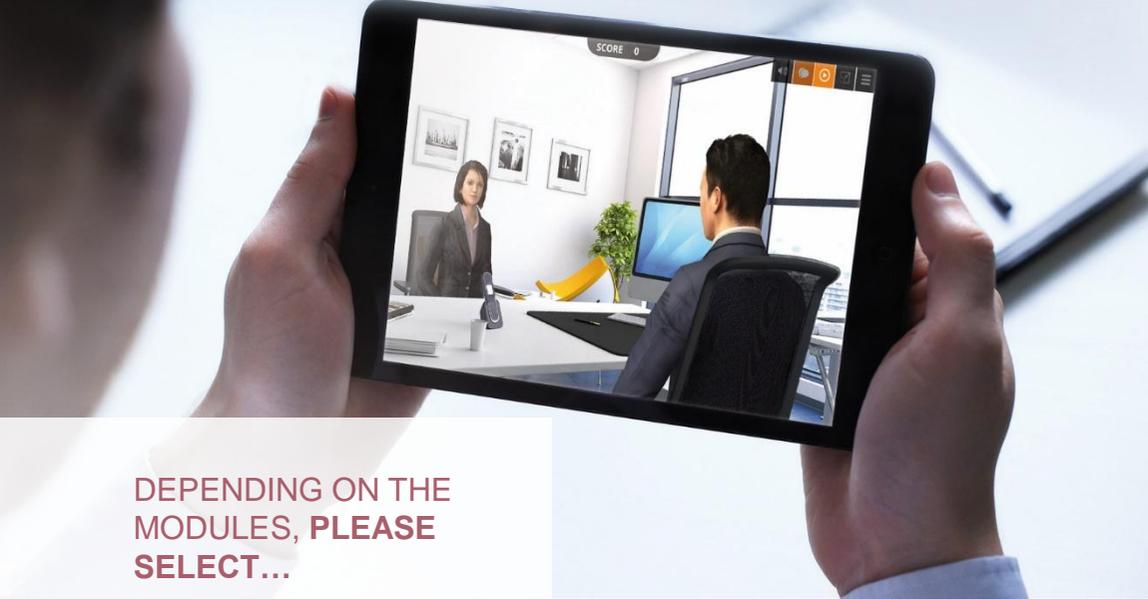
DISCIPLINE

LEADING A MEETING

COMMUNICATING PROPERLY

INTERVIEWS

SPECIAL CASES



DEPENDING ON THE
MODULES, PLEASE
SELECT...



RANK OF VIRTUAL CO-WORKER



EMPLOYEE



MID-LEVEL
MANAGER

BEHAVIOUR OF VIRTUAL CO- WORKER



INVOLVED



BARELY
INVOLVED



CONFRONTATIONAL

DISPLAYING PROPER POSTURE

01

INDIVIDUAL MEETING

- ✓ One of your co-worker needs to talk.
- ✓ You listen to them while keeping a proper distance.



02

ANGRY EMPLOYEE

- ✓ One member of your team is extremely displeased.
- ✓ You host him and have to help him calm down and regain a professional attitude.



03

COACHING POSTURE

- ✓ You are assisting a co-worker in their progress within the company.
- ✓ You host your co-worker and help him use his own skills and resources to continue to develop.



04

GIVING BAD NEWS

- ✓ You are receiving a co-worker to whom you need to give bad news.
- ✓ You must take responsibility for this difficult situation.



DELEGATING

01

SIMPLE TASKS

- ✓ You ask a co-worker to perform a simple task.
- ✓ You must communicate the instructions.



02

COMPLEX TASKS

- ✓ You host a co-worker to whom you are assigning a complicated and complex task.
- ✓ You must communicate your instructions clearly..



03

HALF-WAY-POINT CHECK UP

- ✓ You've assigned a task to one of your co-workers.
- ✓ You host your co-worker at the half-way point of their task to ensure it is proceeding smoothly.



04

END OF TASK

- ✓ You have delegated a task to a co-worker.
- ✓ You ask them to write a report of their task and actions.



MOTIVATING

01

MOTIVATION

- ✓ A co-worker joins your team.
- ✓ Try to understand what is motivating for this specific team member.



02

RECOGNITION

- ✓ Is your co-worker recognized for the quality of his work?
- ✓ Host your co-worker to compliment them on a job well done.



03

LOSS OF MOTIVATION

- ✓ Is there a lack of energy for a project?
- ✓ Inject the necessary motivation to get your team going.



04

FAILURE

- ✓ Demoralized following a professional failure, your co-worker needs to bounce back.
- ✓ Help your co-worker get back on his feet.



WORKING IN TEAMS

01

DEVELOPING COOPERATION

- ✓ Gather your team members to help them improve their teamwork.



02

CREATING A PROFESSIONAL PARTNERSHIP

- ✓ You host a co-worker to whom you are assigning another colleague as a partner..



03

DEVELOPING MUTUAL TRUST

- ✓ Gather your team members to develop mutual trust to improve overall productivity.



DISCIPLINE

01

LATENESS – FIRST OCCURENCE

- ✓ Your co-worker is 20 minutes late.
- ✓ You host your co-worker to discuss the consequences of his delay.
- ✓ Be firm but fair.



02

RECURRENT LATENESS

- ✓ Another delay despite having a talking-to with a co-worker?
- ✓ Express yourself firmly and calmly, and impose a sanction.



03

LACK OF OBEDIENCE

- ✓ One of your team members did not respect a simple order and continuously repeats it.
- ✓ You host your co-worker.



04

MISSED DEADLINES

- ✓ A co-worker committed to finishing a task by a certain date. However, the co-worker missed the deadline.
- ✓ You host your co-worker to understand why the deadline was not respected and prevent it from happening again.



05

DISAGREEMENTS

- ✓ Two members of your team are not on the same page and their dislike for one another increases daily.
- ✓ You aim to establish a means of communicating that will be calm and constructive.



DISCIPLINE

06

THEFT

- ✓ You are hosting a co-worker who is suspected to have stolen the phone of his colleague.



07

FIGHTING

- ✓ A fight almost broke out between two members of your team.
- ✓ You've summoned one of the partakers.



08

RACISM

- ✓ An employee claims being the victim of racist comments.
- ✓ You summon the person involved to remind them the rules of living together in a community.



09

REFUSAL TO WORK WITH A COLLEAGUE

- ✓ A co-worker refuses to work with one of his colleagues.
- ✓ You host your co-worker in order to convince them to establish a real collaboration with his colleague.



10

SEXUAL HARASSMENT

- ✓ A co-worker claims that a colleague has been touching her inappropriately.
- ✓ You summon the tactless employee to remind him the rules of respect and harassment in the company.



LEADING A MEETING

01 PREPARING AN BUSINESS AGENDA

- ✓ You ask a co-worker to prepare the order of business for the next meeting..
- ✓ You must communicate your expectations precisely.



02 THE GOAL OF A MEETING

- ✓ You host a co-worker who must lead a meeting.
- ✓ Ask your co-worker to clarify the goal of the meeting.



03 THE ROLE OF A HOST

- ✓ One of your co-workers has a tendency to monopolize the conversation when he hosts a meeting.
- ✓ You must remind him of the role of a host.



04 FACING AN AGGRESSIVE PARTICIPANT

- ✓ You are hosting a meeting and a participant displays an aggressive attitude.
- ✓ You must calm the situation down and avoid de-escalating the situation.



LEADING A MEETING

05

DEALING WITH OFF-TOPIC PARTICIPANTS

- ✓ You host a meeting and a couple of participants are off-topic.
- ✓ You must bring them back to debating on the topic of the meeting.



06

TOOLS NEEDED

- ✓ You want one of your co-workers to run a meeting.
- ✓ You ask your co-worker if they know all the different tools to successfully run a meeting.



COMMUNICATING PROPERLY

01

LEARN TO SAY 'NO'

- ✓ You host a co-worker who has a hard time imposing himself on his colleagues.
- ✓ You teach your co-worker the proper techniques to say 'no' without creating an argument or debate.



02

NON-VIOLENT COMMUNICATION

- ✓ One of your co-workers has a habit of communicating in a very brutal manner.
- ✓ You host your co-worker to teach them the basics of non-violent communication.



03

CHOOSING AN ADAPTED VERNACULAR

- ✓ A co-worker has difficulties being understood when communicating instructions.
- ✓ You host your co-worker to explain that he has to adapt his vocabulary to his listeners.



INTERVIEWS

01

ANNUAL EVALUATION

INTERVIEW

- ✓ You host a co-worker to discuss their performance and their goals to come.



02

PROFESSIONAL INTERVIEW

- ✓ You host a manager from your team who must lead professional interviews with his team.
- ✓ You must explain to the manager the reasons and what's at stake for these interviews.



SPECIAL CASES

01

DEATH IN YOUR TEAM

- ✓ A member of your team is suddenly deceased.
- ✓ You gather your team to lend an ear and share a moment with them.



02

DEATH OF SOMEONE CLOSE

- ✓ One of your co-workers is distracted by the death of someone close to them.
- ✓ You host them to express your condolences and compassion



03

RETURN OF SICK EMPLOYEE

- ✓ You host a co-worker who has returned after suffering from a long sickness.
- ✓ You meet with them to help them get back to their post in good conditions.



04

BODY ODOUR

- ✓ Your team has warned you that one of the co-workers emitted strong and unpleasant body odour.
- ✓ You host the co-worker to treat this subject tactfully.







LEARNING CONCEPT

www.learningconcept.pl

Przemysław Rybarczyk
przemyslaw.rybarczyk@tylkodobreroswiazania.pl
+48 604 434 393

Maria Jamróż
mjamroz@smartbrains.pl
+48 601 454 514

Warszawa